

# FOSSAC News

*"Providing Naval Forces and Other Customers with Quality Logistics, Engineering, Training and other Support Services"*

**FITTING OUT AND SUPPLY SUPPORT ASSISTANCE CENTER - A NAVSUP "ONE-TOUCH" COMMAND**

## ***From the Commanding Officer...***

### ***Team FOSSAC***


What a great year! I would like to begin by offering my congratulations and appreciation for all the hard work each of you contributed toward accomplishing our mission.

Faced with shrinking defense dollars, FOSSAC continued to push ahead. You accomplished many significant objectives despite funding constraints. FOSAT partnered with many Navy and Military Sealift Command activities to facilitate seamless supply and logistics operations upon commissioning of ships. ISSOP developed and implemented a pilot for the Provisions Onload Program which brought increased Quality of Service for our Sailors. Price Fighters implemented a Quality Management System, which led to ISO 9001:2000 certification. The FOSSAC infrastructure made all of these things possible through phenomenal administrative, financial and information technology support.

In addition to the above accomplishments, you executed the return to Z-133 with grace and professionalism. This is the first time in FOSSAC's history that all Headquarters staff is under one roof.

For all of your accomplishments, I say "Thank You" and "Well Done".



  
Henry Conde  
Captain, SC, USN  
Commanding Officer

## ***FOSSAC's Price Fighters Department Certified to the Requirements of ISO 9000 Standard***

*by Brian Brown*

In August 2001, the Fitting Out and Supply Support Assistance Center (FOSSAC) Price Fighters Department in Norfolk, VA, satisfactorily completed its certification audit and is now recognized as an ISO 9001:2000-compliant organization. The International Organization for Standardization (ISO) is a worldwide federation of national standards bodies, and is a widely recognized standard of quality throughout the manufacturing and service communities. Many of the most successful companies in the world are ISO-compliant organizations.

Under the sponsorship of NAVSUPSYSCOM, FOSSAC Price Fighters Department operates the Price Challenge Hotline and provides other cost and pricing services to a large base of clients including: Naval Inventory Control Point, Defense Logistics Agency, and Naval Air Systems Command. Since FOSSAC's inception in 1967, high quality products and services and outstanding customer service have been its central focus. The organization has

now taken another significant step in the direction of continually improving the provision of services to its customers.

Normally an eighteen month process, FOSSAC began in October 2000 and culminated in the final review by ODU Professors Dr. Chuck Keating and Dr. Andres Sousa-Poza.

At the heart of an ISO-compliant organization is its quality management system, or QMS, consisting of the organization's quality policy, quality manual, and a comprehensive set of processes culminating in product and service delivery to the customer. The commitment of FOSSAC's Price Fighters management team was to design and implement a single system of operation that would be ISO-compliant was critical to final certification. Management modified already successful procedures supporting products and services as needed to bring them within the ISO QMS framework.

Four major areas were to be reviewed for final certification; the design of the QMS, the imple-

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## FOSSAC's PriceFighters Certified ISO 9000 *(continued)*

mentation of the QMS, the effectiveness in meeting the intent of the ISO 9001:2000 standard, and finally the QMS' suitability for registration to the ISO standard. A weakness in any of the four areas would have certainly prevented certification.

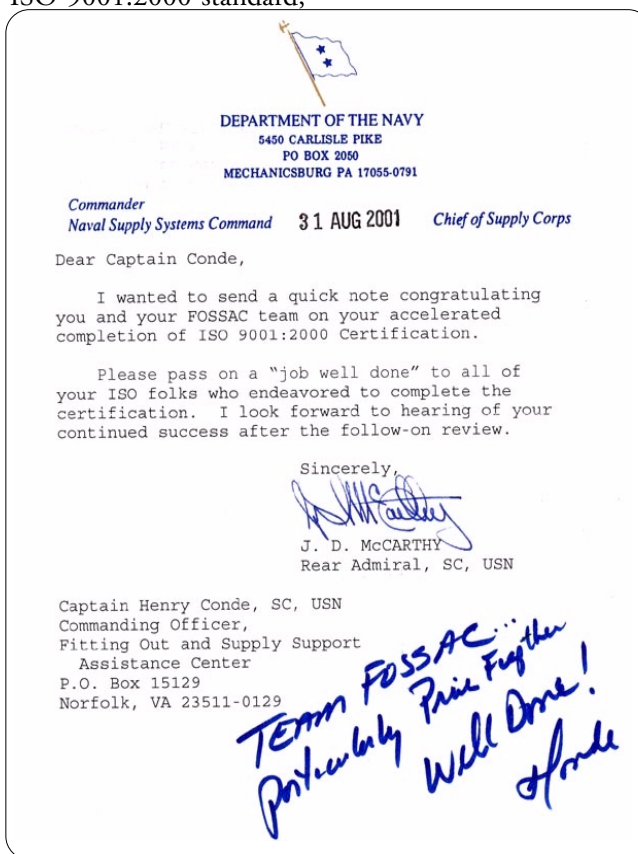
After months of training, system development, internal audits, system refinements, and a series of external pre-certification audits, the organization finally reached an important milestone. As determined by an external, independent audit team, the FOSSAC Price Fighters Department QMS was determined to be in compliance with the ISO standard and suitable for final registration. The achievement of certification is not the end of the journey. In fact, it's only the beginning. Operational efforts, system maintenance, and continual improvement will

mature the Department's QMS. In addition, regular internal audits and rigorous external assessments

are important maintenance elements built into the system. By design, operations in compliance with the ISO 9001:2000 standard promise to provide a long standing framework for sustained system improvement and a continued emphasis on high quality customer service.

ISO 9000 defines "Quality management" as what an organization does to ensure that its products conform to the customer's requirements. ISO 9000 is a proven methodology to manage processes and consistently deliver products and services that meet or exceed customers' expectations. The bottom line

to the customer is that FOSSAC products and services will be and will continue to be better than before. It's not just our word, it is certified by the International Organization for Standardization.



## Using Credit Cards for Ship's Memorabilia

by SHCS Jody Dillon

Recently FOSSAC'S SHCS (SW/AW) Jody Dillon teamed up with Mr. Butch Moore of the Navy Exchange Service Command and representatives from Bank of America and the Treasury Department to coordinate the introduction of credit cards as a form of payment from the public for emblematic merchandise during a ship's Commissioning. With a cashless navy just around the corner, this is a start in the right direction for Ship's Stores Afloat.

Saturday, June 30th in Pensacola, FL the USS IWO JIMA (LHD 7) was placed in commission. A constant rain before, during and after the ceremony did not discourage people from taking advantage of the Ship's Memorabilia Tent. With four cash registers and four credit card terminals in action over \$50K in sales were recorded in just under 4 hours,

\$15K of which was through credit card sales.

The project itself took just under 2 months to coordinate. With NEXCOM already in possession of six credit card terminals, placing them into operation is not a difficult process. While the coordination of getting on line and setting up accounts was being done by Mr. Moore, Senior Chief Dillon was on site during the week of commissioning testing the terminals and conducting necessary training with the Ship's Store Officer and the Ship's Servicemen on board the Iwo Jima.

Overall the project was a tremendous success and we are all looking forward to the upcoming commissioning of the PCU HOWARD (DDG 83) in Galveston, TX and the PCU BULKELEY (DDG 84) in New York City.

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## 59% Reduction From Original Proposed Price Saves \$\$\$

by Rich Capron

In September 2000, Ramstein Air Base generated a purchase request for 1 each Non-metallic Hose Assembly. This refueling hose assembly is used on a Type A/M32R-26 refueling trailer for various aircraft. In December 2000, Mary Jo Coffey who was the buyer for this item contacted the Value Engineering Office at Defense Supply Center Columbus for assistance in determining price reasonableness. The project was forwarded to the Fitting Out Supply Support Assistance Center (FOSSAC) Price Fighter Department after the buyer-received quotes of \$866.00 and \$900.00 for (1) each and \$460.00 each for 6 to 10 units. The last buy was for 33 in 1987 at \$180.00 each, and Mary Jo felt the new quotes appeared extremely high. After a thorough



review, it was determined there was not adequate information to conduct a manufacturing should cost analysis. The Price Fighters contacted the 1987 contractor who stated that they could manufacture (1) assembly for \$701.23 each and (4) for \$253.57 each. The Navy Price Fighters notified DSCC that the \$900.00 quote was unreasonable and advised the Buyer to solicit the previous contractor. Upon receiving our evaluation, the Buyer asked the

Item Manager to increase the quantity from 1 to 4 in order to take advantage of the price break. The Item Manager agreed to an additional stock buy of (3) and the buyer received a quote of \$266.25 each for (4) in January 2001. Mary Jo awarded the subsequent purchase order for \$266.25 for a documented savings of \$1,311.96, based on an estimated price of \$554.24 each for (4) assemblies from the \$866.00 bidder. One final point, although it is always great to save hundreds of thousands of dollars on a particular case, the bottom line is this, no matter how big or small the requirement is, if you need help in justifying the price we're here for you. So remember, FOSSAC Price Fighters are only a phone call away.

## Hail and Farewells



The Magsombols

Fair Winds and Following Seas to CDR Lito Magsombol. CDR Magsombol retired from active service after 26 years. He has been a mainstay at FOSSAC as the Executive Officer from 1999 through to September 2001. The FOSSAC family wishes the Magsombol family health and happiness in the years to come.

## Welcome Aboard to:



Sorensen

LCDR Bill Sorensen who joins FOSSAC from NAVSEA, LCDR Sorensen is assigned to the ISSOP Department.

Mr. David Clinton and Mr. Corey Jackson who join the IT Department Help Desk as contract support.



Clinton



Jackson



Toups

Ms. Robin Toups assigned to Outfitting Department and Ms. Christine Cuffe assigned to Business Development Group, both join FOSSAC as part of the NAVSUP intern program.

## Farewell to:



Carr

SK1 Rosetta Carr who departed FOSSAC in August for a exciting tour onboard USS GEORGE WASHINGTON (CVN 73)

SK1(SS) David Ross who transferred to the Navy National Training Team located in Pensacola, FL  
AK2 Latayna Rose who transferred from active duty to Naval Reserve where she will continue her nursing degree and a Commission as a Naval Medical Officer. FOSSAC wishes them success in their future tours.

Farewell to Jozen Orbase who left FOSSAC for a DoD intern position at SPAWAR Charleston, SC as a Computer Engineer.



Cuffe



Ross



Rose

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## DoD Bone Marrow Program *Getting to Know the CRM Database*

by PJ Humphries

by Buster Jones

I registered for this program, along with several of my co-workers, over at Sewell's Point Clinic some-time back in 1997. No big deal, as a regular blood donor, it seemed the natural next step to get my name on the National Bone Marrow Register as a willing donor. Blood type O+ is the most common, so chances seemed slim that I'd ever be 'called up'. WRONG! I got a letter early in 1998 indicating that I was a potential match for a patient and requesting that I submit to some further bloodwork to determine if I was the "best match". Sure! What's a few more vials?! Well, there were ten in that box, but as long as they only had to stick me once, no problem.

I explained the program and the potential time commitment to Captain Frey (our CO at the time) and he was all for it! A couple of months later, I received a second letter. I was indeed a good match for this particular patient, but the patient was not at a point of needing transplant just yet. Well- Good News for the patient! How many times have you heard of some one dying for lack of an organ donor to 'match'.

I filed my paperwork and didn't think much more about it until last August when I received a call from an exuberant 'donor coordinator' named Meg Pottinger. (By the way, she's great!) She asked if I was still willing to donate since my patient was now at a point where he did need the transplant. To my surprise, I was suddenly excited about this prospect! I've never thought of myself as being capable of saving a life. Awesome... Meg explained everything about what would happen from this point on - step by step. I would bring someone along with me (my Mother) and the program would cover all expenses for both of us. One unusual thing was that my patient is an international patient, which only means that getting updates on his progress may be a little less often than if he was 'local'. She also was able to tell me that he's an 8 year old boy with ALD (adrenoleukodystrophy).

As soon as we hung up, I told our CO and XO what was going on and they were really supportive. I called Mom and, like everyone else, her first question was "Doesn't that hurt?" Well, yeah, but not too bad. It's only a needle, not an incision. They keep you in the hospital the first night and let you go back to the hotel the second. If all is well, you go back home on day three. Bloodwork had to be repeated since so much time had elapsed, but all of that is done. Now here I am, a week away from donation date and I'm excited. I'll let you know how it goes...

In the last newsletter I wrote that, "The Customer Relationship Management (CRM) database is one of FOSSAC's total business solution tools. Once built this system will obtain and produce marketing and customer satisfaction performance results by capturing client information during the entire time they are involved with FOSSAC. Some of the information this management and sales tool will track will include new contacts, established customers and the services they use, short and long-term analysis of the selling process and the products results, financials and client satisfaction stories." Well the system is built, it is up and running and people are using it. It became operational during our move to the remodeled FOSSAC Headquarters, building Z-133. Just like our new building, it is ready for use, but not every part is complete. While users familiarize themselves with the new system and start using it, we are continuing to develop new components.

Currently CRM holds information about customer, the orders those customers place, the services provided to them, and some financial data. CRM contains historical data from fiscal year 2000 and 2001. By training everyone on CRM now, data entry in fiscal year 2002 should be very accurate. During a recent Business Management Meeting, someone asked which customers gave us less money this year than they did last year. Within half an hour our CRM administrator created a report from CRM that answered that question.

I would like to personally thank the first group of trainees for their patience while we worked through some bugs typical to a new system. Thanks also for your great ideas about how to make CRM an even better fit for them. All FOSSAC personnel can have read-only access to CRM by opening Internet Explorer and going to the address <http://204.222.252.32/customerinfo/index.htm> and entering username: crm and password: crm. Users will receive their own username and password along with more access during training. We will use the CRM system for three months and then determine exactly what the next steps will be. Discussed so far are more complete financial information, more reports as requested by the departments and dial-up access for other detachments. I encourage everyone to send me your comments and suggestions on how this business tool can help you more in your own day-to-day business.

*The Department of Defense established the C.W. Bill Young (BYMDC) donor center in Kensington, MD to support DoD volunteer marrow donors, ages 18 through 60. The Bill Young Marrow Donor Center coordinates all the medical and logistic support for DoD personnel who volunteer for the possibility of donating marrow. Eligible volunteers under the DoD program include active duty military members and their dependents, DoD civilians, Reservists and National Guard and members of the Coast Guard. To learn more about the program, visit <http://www.dodmarrow.org>*

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## ***DoD APC ADVISORY*** *Posted 6 September 01*



The Department of Defense APC Advisory is a communications vehicle from Bank of America to DoD Government Card Services clients.

### **Salary Offset**

Beginning in September of 2001, accounts that have aged to 90 days past billing will receive a due process letter informing the cardholder, that his/her net pay will automatically be reduced by up to 15% of the disposable income to pay their undisputed delinquent balance. Salary offset will only affect those customers who allow their account to age to 120 days past billing and will continue until the delinquent balance is paid in full.

APC's can help cardholders avoid having payments deducted payments their federal salary by running the delinquency reports and encouraging those that are listed, to pay their bill in full before salary offset is applied. Because non-reimbursement does not excuse delinquency, APC's are encouraged to involve their chains of command/civilian supervisors when a cardholder is experiencing problems with receiving his/her travel claim.

### **EAGLS Training Class**

The Training Schedule has been updated and is currently posted on the Technical Help Desk Web Site. The schedule will now list all training sessions scheduled for the Norfolk Training Center and all on-site requests through the end of calendar year 2001. In an effort to provide a total picture of all on-going training, and to encourage agencies to open their training for other APCs in the region, we have posted all training sessions and identified whether the training session is available for open or closed enrollment.

When requesting training, please remember to complete the On-site EAGLS Training Request Form found on the Training Home Page tab entitled "Training Schedule." In addition, it is required that 25 A/OPCs attend the training session or the session may be subject to cancellation. Training requests for less than twenty-five participants can be conducted and will be priced based on agency/organization requirements.

Agencies who wish to schedule training during calendar year 2002 should contact their Account Manager to coordinate.

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***Salary Offset will have no impact on travelers who know the rules associated with the GSA SmartPay travel card and pay their bills on time.***

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## FOSSAC's Recognition Store Revitalized

*by PJ Humphries*

With our new Employee Award System in place our Recognition Store is up and running again. The Recognition Store is still run by Ms. PJ Humphries, 757-443-5008. The store hours for an employee to redeem coupons are between 12:00pm until 4:00pm Tuesdays and Thursdays beginning 1 October. As before, employees from outlying detachments can email their requests to me and we'll mail the items to them. Below are photos of our display so they can 'look over' the available items. This is how the new Recognition Store coupon system works. Listed below are the Recognition Store categories items currently in stock. There are three categories, Level I (up to \$50.00 value), Level II (\$51.00 to \$100.00 value), and Level III (\$101.00 to \$150.00 value). Peer-to-Peer recognitions may award Level I coupons.

**Level I (up to \$50.00)**

- FOSSAC ball cap (4 coupons)  
Team FOSSAC ball cap (5 coupons)  
Zipped tote bag (5 coupons)  
Travel organizer (5 coupons)  
FOSSAC golf shirt (5 coupons)  
Writing folder with/ calculator (4 coupons)  
Budget tote bag (2 coupons)  
Mug (1 coupon)  
Red barrel tote bag (4 coupons)  
Wood pen (4 coupons)  
Travel alarm clock (2 coupons)  
Umbrella (5 coupons)
- 
- A close-up photograph of a dark blue polo shirt. The shirt has a collar and a small yellow logo on the left chest area. The background is a plain, light-colored wall.

**Level II (\$50.00 – \$100.00)**

- Nail/Pedicure Gift certificate. (\$50) (10 coupons)  
Squall jacket (10 coupons)  
Mall gift certificate (\$75) (10 coupons)  
Dinner of Two (\$75) (10 coupons)

**Level III (\$100.00 - \$150.00)**

- Body Spa Gift certificate  
(\$150.00 value)  
Mall Gift certificate (\$125.00)  
Dinner of Two (\$125.00)  
Head boat fishing trip for 2  
(\$100.00 certificate)  
Round of Golf for 2 (\$100.00  
certificate)  
Concert, Play, or Show Tickets  
(cost of tickets; any balance  
will go towards certificate  
for dinner 100.00 value)

Recipient will make choice of location after award presentation. Level III items are reserved for awards recommended by supervisors and managers. It is important to stress that employees will be allowed to redeem

any store coupons received prior to the revision of the award instruction as follows:

\*5 old coupons will be equivalent to (1) Level I item

\*10 old coupons will be equivalent to (1) level II item

Old coupons are not redeemable for any Level III items. Level III items are reserved for awards recommended by supervisor and managers.



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## Hispanic-American Achievement Highlighted At DoD Ceremony

by Gerry J. Gilmore, American Forces Press Service

WASHINGTON, Sept. 29, 2000 -- Hispanic Americans — traditional supporters of defense and valued contributors to the nation's cultural heritage -- are poised for an expanded role on the national stage in the 21st century.

Senior DoD leaders highlighted Hispanic-American achievement — past, present and future — at the National Hispanic Heritage Month Observance ceremony held Sept. 26 at the Pentagon. The annual observance, which celebrates the contributions of Hispanic Americans to the culture and accomplishments of the nation, began Sept. 15 and continues through Oct. 15.

"The collective knowledge and strength of the Hispanic community are woven into American society and as a result our nation has grown," said Undersecretary of Defense for Personnel and Readiness Bernard D. Rostker, who represented Defense Secretary William S. Cohen. "In the coming years Hispanic Americans will become the nation's second-largest ethnic group."

"Today, America is enhanced "by a generation of Hispanic doctors, lawyers, and national leaders" of proven accomplishment, said Rostker, who named Army Secretary Louis Caldera as one of many examples of Hispanic-American excellence within the Defense Department. Born of Mexican immigrant parents, Caldera is a Harvard-trained lawyer and a West Point graduate. Now, he is the Army's senior civilian leader.

"He spends considerable amounts of his time highlighting the roles of Hispanic Americans in the Army," Rostker said of Caldera. "He often speaks of his drive to increase opportunity for Hispanics joining the Army, and as the country's largest employer of youths, he has made recruiting Hispanics one of his primary goals."

Hispanic Americans have a long tradition of military service, Rostker said. Thirty-eight have received the Medal of Honor since its inception in 1861, to include Vietnam War heroes such as the late Army Master Sgt. Roy P. Benavidez, whose name will go on a Navy ship, and former Army medic, Spc. Alfred Rascon, who received his Medal of Honor in February from President Bill Clinton. Rascon received his award late because of a decade's-old paperwork snafu.

"Our history is filled with Hispanic-American acts of valor and gallantry and our future will be

defined by their contributions," Rostker said. However, although Hispanic Americans make up over 11 percent of the population, they are presently underrepresented in uniform. Just 7.9 percent of today's active-duty service members are Hispanic, according to the Defense Almanac.

Rostker said he, Caldera, and other senior DoD officials are working to enable Hispanic Americans to obtain more representation, opportunities, and positions of leadership — military and civilian — within the department.

Victor Vasquez Jr., the deputy assistant secretary of defense for military community and family policy, oversees DoD's worldwide school system. He noted that the observance's theme, "Children: Our Hope for the Future," was especially appropriate in regard to the educational needs of young Hispanic Americans and their future impact on the nation.

By the year 2050, one in four people, 25 percent of the population, will be of Hispanic American heritage, Vasquez said. By 2030, he said, Latino students ages 5-18 will number almost 16 million, or 25 percent of the total U.S. school population.

Vasquez said a third of today's Hispanic Americans are under the age of 15. Many leave high school to earn money to help out their economically pressed families.

"If the children are truly our source for the future, then we need to begin to pay attention to alleviating those situations that create our ability to predict who is going to drop out," he said.

Vasquez, too, worked as a farm laborer as a youth, and related his use of education as a springboard to a better life. He also showed a 10-minute video about the hardships encountered by Southwest migrant farm laborers and their children to illustrate his points.

"I know what it takes for young people to make it out and break the cycle of poverty," Vasquez said. "I would have never, ever imagined back then that I'd be here in the Pentagon."

Other senior DoD officials at the observance included William E. Leftwich III, deputy assistant secretary of defense for equal opportunity; Gail H. McGinn, the principal deputy assistant secretary of defense for force management policy; and Marine Corps Brig. Gen. Michael J. Aguilar, deputy commander, U.S. Marine Corps Forces, South.

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